

STATE SENIOR EMPLOYMENT SERVICE COORDINATION PLAN 2005



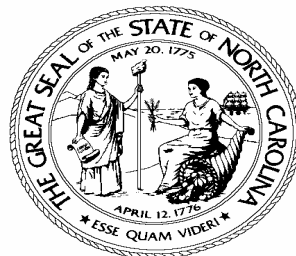
Trained. Ready to work.

Older Workers

Age is an asset. Experience, a benefit.



Senior Community Service Employment Program



***Division on Aging and Adult Services
2101 Mail Service Center
Raleigh, North Carolina 27699-2101***

**Older Americans Act 2000
Senior Community Service Employment Program
State Senior Employment Services Coordination (Title V) Plan
State Fiscal Year 2004-2005**

Introduction to the Plan

State statute (GS § 143B-181.1) signed into law in 1977 mandates that the Division of Aging and Adult Services be responsible for planning, administering, coordinating, and evaluating the activities developed under the federal Older Americans Act and the programs for older adults funded by the North Carolina General Assembly including the Senior Community Service Employment Program (SCSEP).

The Plan is to be used as a guide for Senior Community Service Employment Program (SCSEP) providers as they plan for program activities within the state. This Plan involves service providers both in the workforce development system and those not presently part of the network, uniting them to meet the employment and training needs of North Carolina's older residents.

Section 1. Plan Participation

This section briefly explains the process the Governor uses to ensure participation of interested individuals and groups in the development of the State Plan.

On December 8, 2004 the Division on Aging and Adult Services began preparations for developing the State Plan with an email to the State and National Sponsors in North Carolina. Comments were solicited at that time and discussion occurred with the State Sponsors at the Quarterly Management Meeting December 14 & 15, 2004. During this meeting, it was agreed that for this State Plan the North Carolina Division of Aging and Adult Services would solicit input from state, local and national organizations to ensure participation of interested individuals and groups in the development of the State Plan.

The State's Plan is intended to improve coordination among organizations engaged in activities to enhance employment services and to provide community service opportunities to older workers. Although developing the State Plan is a participatory process involving SCSEP grantees operating programs within the State of North Carolina, responsibility for developing and submitting the State Plan has been delegated by the Governor to the North Carolina Division of Aging and Adult Services. North Carolina's participating SCSEP partners include:

- Experience Works Inc.
- Senior Service America, Inc.
- National Caucus and Center of Black Aged, Inc.
- National Council on the Aging

- United States Forest Services

To ensure the participation of stakeholders who have a vested interest in work training programs, this document has been made available to the following groups for comment:

- Area Agencies on Aging
- Local Workforce Investment Boards
- Private non-profit agencies and organizations providing employment services
- Individuals representing social service organizations providing services to older individuals
- Business and labor organizations, including each grantee operating in North Carolina.
- Program Sponsors also solicit input from seniors in their regions.

The final document will be posted on the Division of Aging and Adult Services' web site to enable consumers and others greater access and input. Demographics on the population that has priority for receiving services as well as how eligible persons can receive services under the grant is available on the Division's Web Site at(<http://www.dhhs.state.nc.us/aging>).

Section 2. Organizational Involvement

Succinctly describe the involvement of the following groups in the planning process:

In order to ensure broad participation of stakeholders in the development of the Plan, various organizations were included in the planning process. They were given the opportunity to provide comments and recommendations to enhance coordination of SCSEP activities in the state.

Regular meetings and conference calls were held with State and National Sponsors to discuss mutual concerns and to develop a statewide equitable distribution plan. In February 2005, the North Carolina Division of Aging and Adult Services convened its annual Equitable Distribution Meeting and discussed plans for developing the State Senior Employment Service Coordination Plan. Included in this meeting were discussions about what information the Plan would contain and how information would be disseminated and collected. The Division of Aging and Adult Services presented information and received feedback on the Plan from the State's five (5) National Sponsors and six (6) State Sub Sponsors. Other activities included coordinating areas of mutual interest with JobLink Centers, the Employment Security Commission and the Commission on Workforce Development.

Section 3: Comments

This section briefly summarizes the public comments received on the State SCSEP Coordination Plan.

The Division of Aging and Adult Services regularly invites public comment at its meetings throughout the State of North Carolina and reaches out to local government senior advisory boards and commissions for consultation. Division of Aging and Adult Services staff consult regularly with grantee agencies regarding emerging issues and dynamics affecting seniors in North Carolina. The information and perspectives gained from these discussions have been valuable in the development of this Plan. The Division of Aging and Adult Services held an Equitable Distribution Conference in February 2005 along with meeting at area agencies on aging. The Division of Aging and Adult Services also works very closely with the State JobLink Centers, Employment Security Commission and the Commission on Workforce Development (See Attachment D, Solicited Recommendations).

The involvement of the following groups and/or individuals is included:

- The Division of Aging and Adult Services prepared the initial draft of the State Plan and enlisted comments from North Carolina's six area agencies on aging that are Sub Sponsors.
- Each Title V grantee operating in the State had an opportunity for input in the initial draft. In addition, each received a copy of the draft State Senior Employment Service Coordination Plan via e-mail.
- Non-profit providers of employment services were provided an opportunity to review and submit comments on the draft Plan through the Division of Aging and Adult Services web site.
- Other organizations, including business and labor, were provided an opportunity to review and comment on the draft State Plan through the Division of Aging and Adult Services web site.

Comments included:

- Rural services are more costly than urban because of economies of scale.
- Advocacy is cost effective.
- Placement goals – sponsors feel more pressure to move participants to unsubsidized positions.
- Community service is the “frontline” service needed for local aging agencies due to very limited staff resources.
- Sponsors request more training on
 - New regulations
 - Working with the WIA system
 - Strategies to meeting Performance Measures
 - Effective business outreach
 - Title V Program limitations
- More emphasis needs to be placed on providing services to the older workers in Joblink Centers.
- Geographic location is a primary cause of social isolation.

- Lack of adequate transportation systems.

Section 4. Plan Provisions

Numbers and Rate of Growth

The 2000 Census for North Carolina revealed that North Carolina experienced dramatic growth in the 1990's. And unlike the 1980's when much of rural North Carolina grew slowly or not at all, rural areas grew right along with their urban neighbors. During the 1980's, 19 counties in rural North Carolina, mostly in the east and northeast, lost population, but during the 1990's that number dropped to only three counties. Overall, rural counties grew by 18 % and added over 600,000 new residents. In comparison, urban areas grew by 25% and added 800,000 people, but four of the five fastest growing counties were rural. The result was that the percentage of North Carolina's population living in rural areas fell modestly from 53 to 52 %. The Piedmont was the fastest growing part of the State for both rural and urban areas with growth rates of over 25 %. Rural coastal and mountain areas grew rapidly as well. Within the seven regional partnerships, the mostly rural Eastern and Northeastern partnerships grew significantly more slowly than the other five.

Population growth from 1990 to 2000 was dominated by migration. Net migration, the number of people who moved to North Carolina minus the number who left, accounted for 70 % of the population increase or more than one million new residents. All but eight counties had positive net migration and two of those, Cumberland and Onslow, were affected by changes at military facilities. In rural areas, migration accounted for over 70 % of population growth, in contrast to the 1980's when it accounted for only 38 percent. Twenty-eight rural counties grew by more than 20 % during the 1990's. An additional 35 counties grew more than 10 %. This is in contrast to the 1980's when only 30 counties grew more than 10 %. Of the 63 counties that grew at least 10 %, 23 are in coastal part, 20 are in Piedmont and 20 are in the mountains. Many of the fastest growing rural counties, like Franklin, Johnston, Hoke and Union, are located adjacent to urban areas. Other fast growing counties like Brunswick, Dare and Henderson are counties that draw large numbers of tourists and retirees.

Source: The North Carolina Rural Economic Development Center, North Carolina Rural Profile, "Economic & Social Trends Affecting Rural North Carolina," April 2004.

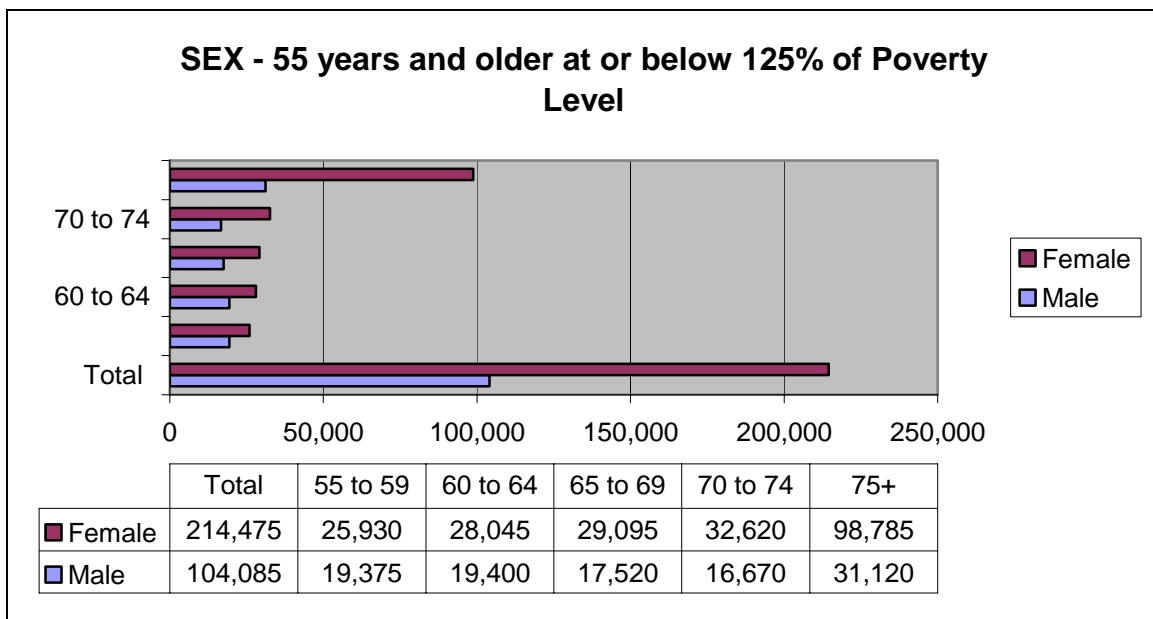
According to the most recent estimates from the 2004 Current Population Survey, 1,887,105 of the state's population is 55+; of that number approximately, 320,807 (17%) are living at 125% of the poverty level or below.

The Title V Program (State and National Sponsors) in North Carolina had resources to serve only 1,573 persons 55 and older in FY 03-04.

Numbers at a Glance:

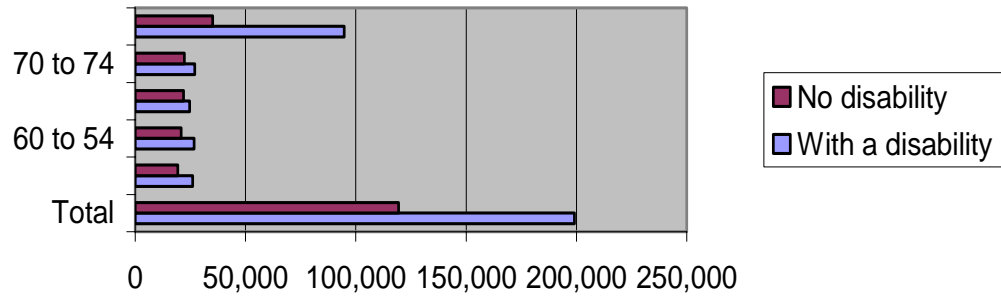
	Number
North Carolina 55+ Population	1,887,105
Number of Eligible Persons 55+ (125% of Poverty Level)	320,807
Persons Served by SCSEP (125% of Poverty Level)	2,221
Persons with the Greatest Economic Need (100% of Poverty Level)	1,768

Source: Projected data based upon 2003 NC SDC & 2000 Census Files



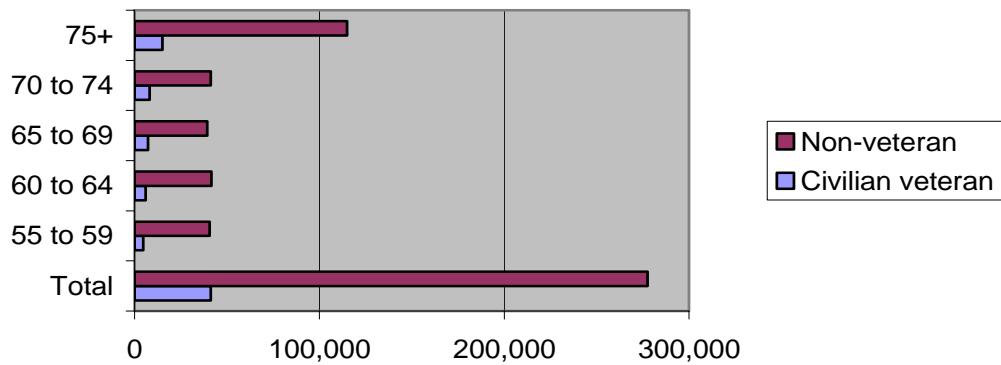
Source: 2000 Census data provided by the Department of Labor

DISABILITY - 55 years and older at or below 125% of Poverty Level



Source: 2000 Census Data provided by the Department of Labor

VETERANS - 55 years and older at or below 125% of Poverty Level



Source: 2000 Census data provided by the Department of Labor

EDUCATION - 55 years and older at or below 125% OF Poverty Level

	Total	55 to 59	60 to 64	65 to 69	70 to 74	75+
Educational attainment:						
Less than 9th grade	109,365	9,600	11,400	15,075	17,935	55,355
9th - 12th grade, no diploma	89,825	13,760	14,720	13,905	14,740	32,700
High school graduate	74,835	13,250	13,765	11,280	10,575	25,965
Some college, no degree	25,765	5,380	4,635	3,910	3,820	8,020
Associate degree	4,530	1,030	890	625	645	1,340
Bachelor's degree	9,005	1,435	1,245	1,165	985	4,175
Graduate degree	5,210	850	765	655	590	2,350

Source: 2000 Census data provided by the Department of Labor

a. Basic Distribution of SCSEP Positions

The Senior Community Service Employment Program administered by the North Carolina Division of Aging and Adult Services and Adult Services served 34 of North Carolina's 100 counties in FY 03 – 04. The Division demonstrated effective administration of the Senior Community Service Employment Program by working with six Sub Sponsors to place 74 Title V participants (a 22.49% placement rate) in jobs in 34 counties across North Carolina.

The five National Sponsors provided services in 66 of the state's 100 counties. Their outstanding services provided training and support programs allowing for 471 placements into unsubsidized employment. Title V of the Older Americans Act promotes geographical distribution of SCSEP positions so that all eligible participants have reasonable access to the program. Currently, there are 1,573 SCSEP positions allocated to the State. The Division on Aging and Adult services has 321 slots and 1,252 slots are allocated to five national sponsors: Experience Works, 202; Senior Services of America, 481; National Council on Aging, 123; National Caucus of Black Aged, 278; and U. S. Forest Service, 168.

The North Carolina Division of Aging and Adult Services is required to have an equitable distribution report which provides a basis for determining the collective process made by sponsors toward an equitable distribution of slots in the State. The report is also used as a basis for determining where to locate new or vacant positions, and from where to reduce positions, if necessary.

North Carolina's equitable distribution report is compiled from SCSEP participant data submitted by all SCSEP program grantees operating in the state. This data show the number of current SCSEP participants residing in each county in the State. The report compares residency of current participants to a computed equitable share for each county in the state. Because of the range of providers and differing local needs, State and National Sponsors may vary in program design, but the Division of Aging and Adult Services ensures all adhere to program requirements.

At their annual meeting, SCSEP grantees, compare equitable levels with the actual distribution and discuss how to bring about an improved distribution. All SCSEP grantees in the state work cooperatively to resolve any problems of under served or over served areas, striving for equity. Grantees recognize and take into consideration all factors that may impede the equitable distribution of slots. The first priority to any changes to slot reallocations is attrition. As in the past, this reallocation was a smooth and cooperative process with the major goal being no adverse impact to current participants

Edegecombe, Halifax, Nash, Gaston, Iredell, Lincoln, Cleveland, Bladen, Hoke, Moore, Richmond, Roberson, Brunswick and Wake Counties are all under served.

Clay, Graham, Jackson, Swain, Mecklenburg, Forsyth, Stokes, Cumberland, and Craven Counties are over served.

b. Rural and Urban Populations

There is no generally accepted definition of an "urban county" versus a "rural county." The North Carolina Office of State Planning uses the term "predominately urban" to refer to those counties with a 45% or more urban population.

- 5,026,168 or 60.2% of the state's population lives in an urban environment
 - 3,912,442 (46.7%) are urbanized areas
 - Definition of urbanized area - An area consisting of a central place and adjacent territory with a general population density of at least 1,000 people per square mile of land area that together have a minimum residential population of at least 50,000 people – US Census Bureau.
 - 1,113,736 (13.5%) being urban clusters
 - Definition of urban cluster - A densely settled territory that has at least 2,500 people but fewer than 50,000 – US Census Bureau.

- The remainder of the North Carolina's population, 3,297,207 or 39.8% live in rural counties.

From 1990 to 2000, the percentage of residents 65 and older continued to grow as did the percent of older workers 45 to 64. Rural areas have a higher percentage of older residents in all regions of the State with the greatest concentration in the Mountain region. This trend is expected to continue through the current decade. Unfortunately, the structural changes in the economy have slowed and, in some cases reversed the population growth that was experienced in the 1990's. Between 2000 and 2003, 19 counties either lost population or had no growth. The 18 counties that lost population are all in the Coastal Plains and are all rural. The Charlotte and Research Triangle Partnerships had the highest percentage growth at 6 % and 7.5 % respectively. However, these rates are much lower than the 27 % and 35 % that was experienced in the 1990's.

Source: The North Carolina Rural Economic Development Center, North Carolina Rural Profile, "Economic & Social Trends Affecting Rural North Carolina," April 2004.

From 1990 to 2002, total employment in rural areas grew 16 %, increasing employment by more than 200,000 workers. In comparison, urban areas saw an overall increase in employment of 28 %. North Carolina, particularly the rural areas, has long been a leading goods-producing state. (The goods-producing sector includes manufacturing, construction, natural resources and mining.) As recently as 1990, goods-producing work accounted for more than 40 % of rural employment. By 2002, goods producing employment in rural areas had fallen to 30 %. In contrast, the service sector grew from 60 to 70 % of total employment in rural areas. Some of the fastest growing segments were professional and business services that increased in rural areas by 103 % and education and health services by 54 %.

Source: The North Carolina Rural Economic Development Center, North Carolina Rural Profile, "Economic & Social Trends Affecting Rural North Carolina," April 2004.

To stay competitive in the global market, traditional manufacturing has had to improve efficiencies and reduce costs by investing in new plants and equipment. Many companies have moved overseas to take advantage of cost savings while those that were not able to compete have closed down. These changes led to a decline in manufacturing of 27 % in rural counties from 1990 to 2002. The recession that began in March 2001 increased the speed at which many manufacturers closed or moved overseas, resulting in large numbers of layoffs. From 2000 to 2003, there were more than 70,000 layoffs in rural areas, over 60,000 of these in manufacturing. The layoffs were greatest in textiles, apparel and furniture. For example, more than 190 textile and apparel mills closed from 2000 through 2003, leading to a loss of 31,000 jobs. An additional 125 textile and apparel plants laid off 11,000 workers.

Source: The North Carolina Rural Economic Development Center, North Carolina Rural Profile, "Economic & Social Trends Affecting Rural North Carolina," April 2004.

The Senior Community Service Employment Program had 1,582 funded slots during FY 03-04.

- 39 % or 617 of those slots were located in North Carolina's 22 % urban counties; and
- 61 % or 965 slots were in 78 rural counties

c. Special Populations

(1) Greatest economic need . Based on the estimated State Demographic Center (SDC), in 2002, sixty-four percent (64%) of the persons served by the Division of Aging and Adult Services and the five National Sponsors in North Carolina are at or below the poverty level. This exceeds the statewide percentage of 16% of eligible individuals who are at or below the poverty level. The Senior Community Service Employment Program's priority is to serve those in greatest economic need.

POVERTY LEVELS - 2003 Population (Age 55+)

	Total #	Total %
Below 100% of Poverty	206,711	14.60%
Between 100% - 124% of Poverty	78,832	4.40%
Below 125% of Poverty	285,543	16.00%

Source: Estimated from 2003 NC SDC & 2000 Census Files

Structural economic change has driven up unemployment rates. Unemployment rates in rural areas continue to be higher than in urban. Although the recession has taken its toll on rural communities, most job losses are linked to structural changes in the economy associated with the decline of traditional industries. In 1999, four rural counties had unemployment rates above 10 %; in 2003 the number of counties had grown to 10. Most of these counties were affected by job losses in traditional industries, particularly in manufacturing. While all rural regions have been affected, the highest rates are found in the Southeast and Charlotte partnerships. Both areas were affected by job losses in textiles, apparel and other traditional manufacturing sectors. During the booming economy of the late 1990's as well as the recession and structural change of 2000-2003, one thing has remained constant: Rural unemployment has been significantly higher than urban unemployment. From 2000 through 2003, rural unemployment levels were nearly two percentage points higher than the urban rate. During this same period, North Carolina moved from the 12th lowest unemployment rate in the nation to the 11th highest.

The recession and long term economic structural change have dramatically affected the rural economy with significant losses in overall employment levels yet during the 1998 to 2002 period, rural firms with fewer than 10 employees created nearly 10,000 new jobs,

and rural firms with fewer than 50 employees created nearly 30,000 jobs. In contrast, rural firms with more than 100 employees lost 42,000 jobs.

Twenty-three counties in North Carolina have over 18 percent poverty rates. All of these counties are rural, and 19 of them are located in the Coastal Plain region. Of the 23 counties that currently with poverty rates over 18 percent, 20 have “persistent” poverty. The rates in these counties have been above 18 percent since the U.S. started collecting data on poverty in 1960.

The table below reflects those in greatest economic need served by all North Carolina Senior Community Service Employment Program Sponsors.

North Carolina - Title V Sponsors	Number of Individuals served in greatest economic need	Percent of Individuals served in greatest economic need
Experience Works	152	82%
National Causus & Center of Black Aged	207	74%
Senior Service America	401	87%
National Council on Aging	91	77%
United States Forest Service	141	87%
NC Division of Aging and Adult Services	259	78%
NC Totals	1,251	84%

Source: State and National Sponsors QPR 2003 - 2004

Estimated Poor and Near-Poor Populations Age 55+ reflect that North Carolina has 320,807 (17%) persons who are eligible for the Title V Program. Of these persons, 206,711 (14.6%) are at the poverty level or below. Bertie County leads the State at 24.8% of those persons 55+ in greatest economic need followed by Columbus (22.9%) and Robeson (22.7%) counties respectively.

- (2) **Minorities.** Nonwhite Population includes: American Indian or Alaskan Native, Asians, Black or African Americans, Hispanic or Latino Americans, and Native Hawaiian or Other Pacific Islanders.

During the 1990's, North Carolina had the fastest growing population of Hispanics in the U.S. at 394 percent, representing over 300,000 new residents. About half (45 percent) of the new Hispanic population settled in rural counties. Still, Hispanics represent only a small portion of the State's population at 4.7 percent, compared to the U.S. rate of 12.5 percent. Other ethnic groups, particularly Asians, also grew rapidly. The aging of baby boomers and the influx of retirees are changing the age distribution of rural North Carolina.

The total of all ages (55+) nonwhite population within North Carolina is 2,099,258 and this population is projected to increase in the years 2002 through 2012 by 21.1% to 2,563,609. Burke and Mitchell counties will lead this growth exceeding 44% (55+) of the total minority population between 2002 to 2012.

Nonwhite and White by Age Groups

	55 - 59	60 - 64	65 - 74	75+	55+
Nonwhite	86,874	64,012	94,702	76,648	322,236
White	361,429	280,409	442,368	380,352	1,464,558

Source: Estimated from 2003 NC SDC & 2000 Census Files

Of the 345 persons served by the Division of Aging and Adult Services SCSEP during 2003-2004, 50% were representative of nonwhite populations. North Carolina's nonwhite population accounts for 25% of the state's total population. The National Sponsors reported serving 1,146 persons with 40% representative of nonwhite populations.

North Carolina	#	%	#	%
Title V Sponsors	Nonwhite Persons Served	Nonwhite Persons Served	White Persons Served	White Persons Served
Experience Works	82	44%	104	56%
National Caucus & Center on Black Aged	174	63%	74	27%
Senior Service America	251	55%	209	45%
National Council on Aging	59	65%	32	35%
United States Forest Service	48	30%	113	70%
NC Division of Aging and Adult Services	179	52%	166	48%
Total Served	793	53%	698	47%

Source: State and National QPR 2003 - 2004

(3) Greatest social need. The U.S. Department of Labor refers to the greatest social need as needs based on non-economic factors. It includes eligible persons with *disabilities*. It also includes cultural, social, or geographic isolation, including isolation brought about by racial or ethnic status.

Eligible persons with disabilities - In a discussion with the North Carolina Council on Developmental Disabilities, it was determined that the prevalence for persons with developmental disabilities is determined by Gollay and Associates, a nationally recognized method. Gollay contends that persons with developmental disabilities represent 1.8% of the population. Based on the 2002 Census data,

there are 149,820 persons in North Carolina with developmental disabilities. Of this number, 5,261 persons are eligible (at a 125% of poverty 55+) for the Senior Community Service Employment Program.

Disability Status of Older Adults in North Carolina

	Male 65 - 74	Male 75+	Female 64 - 74	Female 75+
With Disability	87,041	76,018	105,534	154,195
No Disability	150,041	63,980	188,132	99,103
Total	237,166	139,998	293,666	253,298

Source: Estimated from 2003 NC SDC & 2000 Census Files

Geographic isolation - may include those located in the rural and urban communities. There are 289,727 or 16.25% of North Carolina's 55+ population living in poverty in rural North Carolina. North Carolina's urban areas have 294,782 or 16.40% of the 55+ population living at or below poverty level representing North Carolina's citizens considered to have the greatest economic need.

Rural & Urban Poverty Levels - 2002 Population (Age 55+)

	Rural		Urban	
	#	%	#	%
Below 100% of Poverty	102,302	5.70%	104,408	5.80%
Between 100% - 124% of Poverty	42,561	2.45%	42,983	2.40%
Below 125% Poverty	140,864	8.10%	147,391	8.20%

Source: Estimated from 2003 NC SDC & 2000 Census Files

Racial or ethnic status - as discussed above, the 2002 projected Census data shows the total nonwhite population in North Carolina accounted for one in almost every four persons age 55 and older (24%), totaling 2,099,258. The minority population of 55+ is projected to grow between 2002 and 2012 by 52.3% bringing the total to 490,769. Other considerations include nonwhite persons living in rural communities at the poverty level and at risk of social isolation.

d. Type of Skills

In North Carolina, similar to the United States in general, a long-term trend is that each generation completes more years of school than its predecessors. Thus, at any given time, the older population tends to have a lower average level of educational attainment than

the younger segments of the population. In addition, older adults entering a given age range tend to have a higher level of educational attainment than persons previously in that age range. These trends are expected to continue in the coming decades.

**By State and National Sponsors
Participants with less than a High School Diploma**

	#	%
Experience Works	68	37%
National Caucus & Center on Black Aged	99	36%
Senior Service America	153	33%
National Council on Aging	29	32%
United States Forest Service	91	56%
State of NC Division of Aging and Adult Services	126	37%
Total	566	38%

Source: State and National Sponsors QPR 2003 - 2004

According to the Labor Market Information Division in the North Carolina Employment Security Commission, the top three occupations with the most annual openings in the state are retail salespersons, cashiers, combined food preparation and serving workers, including fast food, registered nurses, waiters and waitresses, nurse aides, orderlies and attendants. The North Carolina Employment Security Commission has Internet access that enables individuals to search for jobs by geographic region, type of job, salary requirements, etc. The number of job openings and unemployment rates are key indicators of employment opportunities for Title V participants.

e. Community Service Needs.

Community service assignments include the following activities: social, health, welfare, and educational services (particularly literacy tutoring), personal assistance including tax counseling and financial counseling, recreation, conservation, maintenance or restoration of natural resources, community betterment or beautification, anti-pollution and environmental quality efforts, weatherization activities and economic development.

The Senior Community Service Employment Program provides these community services in all 100 counties in North Carolina. The North Carolina Division of Aging and Adult Services and Adult Services, through its six Sub Sponsors and the five National Sponsors (Appendix C, North Carolina's National Sponsors) determines essential community service needs locally. Generally, the Title V program provides two categories of community service, "Community Service to the General Community" and "Community Service to the Elderly."

North Carolina - Community Service Assignments

	Funded	Curr	# Served	% Served	# Served	% Served
	Slots	Enroll	Com	Com	Elderly	Elderly
Experience Works	227	186	155	83%	31	17%
National Caucus & Center on Black Aged	278	248	139	56%	109	44%
Senior Service America	482	346	346	75%	114	25%
National Council on Aging	78	70	46	66%	24	34%
United States Forest Services	161	162	162	100%	0	0%
NC Division of Aging and Adult Services	329	345	139	31%	211	67%

Source: State and National Sponsors QPR 2003 - 2004

Sixty-seven (67%) percent of the State and National Title V Program participants were involved in services to the community helping in public schools, hospitals, social services, public works, and in other services to the general community. The other thirty-one (31%) percent were making a substantial contribution in serving senior centers, health and home care.

SERVICES TO GENERAL COMMUNITY	#	%	SERVICES TO ELDERLY COMMUNITY	#	%
Education	136	14%	Project Administration	44	9%
Health and Hospitals	47	4%	Health or Home Care	49	10%
Housing/Home Rehabilitation	35	3%	Housing/Home Rehabilitation	17	1%
Employment Assistance	65	6%	Employment Assistance	19	4%
Recreation/Parks & Recreation	201	20%	Recreation/Senior Centers	111	23%
Environmental Quality	47	4%	Nutrition Programs	141	29%
Public Works	31	3%	Transportation	8	1%
Social Service	166	17%	Outreach and referral	16	1%
Other	259	26%	Other	84	16%
Totals	987	67%	Totals	489	31%

Source: State and National Sponsors QPR 2003 - 2004

f. Coordination with Workforce Investment Act:

There are 99 local Workforce Investment Boards in North Carolina. There are varying degrees of involvement by the Title V State Sub Sponsors and the five National Sponsors. Generally, these agencies are involved with the JobLink Centers in the following ways:

- Referral of persons 55+ to JobLink Centers
- Co-location of Title V staff and participants at JobLink Centers
- Placement of Title V participants at JobLink Centers with the skills to serve as greeters, resource room aides, job developers, custodians, clerical aides, and customer service representatives including older worker assistants and older worker specialists.

As one of the partners in the Workforce Investment Act of 1998, the Division of Aging and Adult Services, Senior Community Service Employment Program works closely with other key workforce agencies including the NC Commission on Workforce Development, JobLink Centers, the Employment Security Commission, Vocational Rehabilitation Programs, Division of Services for the Blind, Council for Persons with Disabilities and many more to enhance opportunities for older workers.

The Title V Program will continue working with other workforce agencies, local agencies and Workforce Investment Boards to promote the SCSEP Program, share demographics on the 55+ population eligible for services, developing training opportunities that will enable older workers to find good jobs and to seek additional funding.

g. Avoidance of Disruptions.

If there is a shift in the location of eligible individuals or when there is over enrollment, the Division of Aging and Adult Services will act expeditiously to put a Transition Plan into effect. Every effort will be made to avoid disruptions of services. Some actions to be considered (but not limited) to are:

- Empty slots will be reallocated first to assure minimal disruption of Title V services to participants
- Within 30 days, all Title V Program participants will be notified in writing the reasons for disruption of services
- Any participant who is displaced will be:
 - Placed into unsubsidized work
 - Placed with a National Sponsor program within the Region
 - Referred for services to an appropriate workforce partner such as Joblink Centers, Vocational Rehabilitation Services, Employment Security Commission and others
- When transferring the participant to another Title V Sponsor, the name, age, contact information, I-9, medical history, and other pertinent information will be provided, with the permission of the participant, to the new Title V entity.
- The participant will be referred to auxiliary services as appropriate, including nutrition, transportation, Medicaid, housing, etc. All final payroll payments will

be made to the participants within 14 days and no later than 30 days of their final day of work.

SECTION 5. PLAN RECOMMENDATIONS

This section has been designated as an area to identify actions to be taken by SCSEP grantees in the North Carolina to improve SCSEP services. Fundamentally, the State and National Sponsors have accomplished the goals of the SCSEP Program. However, with the changes mandated in the April 9, 2004 Senior Community Service Employment Program Final Rules, increased efforts must be taken to change the dynamics of the program and to improve services as a result, the following actions are recommended:

- The Title V Project Coordinator continues to work with the State Workforce Investment Board to represent the issues facing the population we serve. The participants with the greatest social and economic challenges need to have a voice and they need to be able to access the services all residents are able to access.
- Development a elder-friendly community environment, where as older workers can take advantage of aging in place, with security, purpose, and dignity.
- Work to ensure more comprehensive employment and training opportunities be made available to SCSEP participants.
- Seek enhanced performance and fiscal accountability in the areas of customer satisfaction, performance measures, and programmatic and administrative costs.
- Improve coordination services with stakeholders ensure better equitable distribution of slots within the State.
- Increased access to WIA training dollars
- Utilization of WIA dollars for adult basic education and English as a Second Language.
- Maximize efforts to eliminate age related bias in the workplace.
- Increase training opportunities for older workers to all stakeholders in the employment industry (i.e. Workforce Development Centers, temporary agencies, professional business associations and trade groups, etc).
- Work with Community Colleges to provide training in the health care field which would address the labor shortage of Certified Nursing Associates and other home health care workers allowing older workers to train and place more SCSEP participant to work in the health care field.
- Require all JobLink Centers staff to be trained in the needs facing older workers returning to the workforce.

- Ensure that JobLink Center staff provides referrals to all agencies which can provide services to older workers.
- SCSEP and the JobLink Centers work together to develop a cooperative outreach strategy so older workers needing training and employment services are aware of the options available to them.

Summary

The number of disadvantaged older workers is growing far faster than any other age group. North Carolina has lost thousands of manufacturing jobs due to plant closings. To compound the problem, older persons who lose their jobs have far more difficulty than other age groups in becoming reemployed.

As one of the states with the fastest growing aging populations in the United States, North Carolina faces important economic challenges that will involve creating and keeping people in the workforce.

Of those persons in North Carolina who represent those persons with the greatest economic need the Senior Community Senior Service Employment Program is only able to serve 2, 211 individuals, which is less than one percent of eligible individuals.

The Title V Sponsors will continue to look at services we provide to our citizens in North Carolina and how we can provide services to more eligible individuals through over enrollment, unsubsidized placements, and increased funding through WIA. Currently, there are 320,807 individuals in North Carolina who are eligible for Title V services.

Equitable Distribution is the process by which the U.S. Department of Labor determines the fair share of funded slots each county in each state receives. The U.S. Department of Labor uses Census data to determine the number of 55+ persons living at 125% of poverty or below in each county and allocates slots to each state based on a formula utilizing these factors. In North Carolina, equitable distribution does not present the problem it does in many other states. The State has a relatively small number of counties that are over served or under served.

The Division of Aging and Adult Services and the National Sponsors shift slots from over distributed areas to underserved areas of the state. The far west and northeastern counties of North Carolina remain underserved areas. The State Project Administrator will continue to work with National Sponsors and State Sponsors on areas of common interest soliciting arrangements for annual meetings, announcements, reports on equitable distribution, to attain mutually agreed upon recommendations, goals and solutions to equitable distribution.

Attachment A

State Statue

State statute (GS § 143-B-181.1) signed into law in 1977 mandates that the Division of Aging and Adult Services is responsible for planning, administering, coordination, and evaluating the activities developed under the federal Older Americans Act and the programs for older adults funded by the North Carolina General Assembly including the Senior Community Service Employment Program (SCSEP).

Attachment B
Equitable Distribution Report

SCSEP Equitable Distribution Report

2004 - 2005

County	Distribution Factor	Equitable Share	State	EW	NCBA	NCOA	SSA	USFS	Totals	Diff.
Alamance County, NC	0.0169	27			24				0	-27
Alexander County, NC	0.0045	7		7					7	0
Alleghany County, NC	0.0029	5		5					5	0
Anson County, NC	0.0048	7	6						6	-1
Ashe County, NC	0.0056	9		10					10	1
Avery County, NC	0.0038	6						9	9	3
Beaufort County, NC	0.0094	15				15			15	0
Bertie County, NC	0.0054	9				10			10	1
Bladen County, NC	0.0083	13	5						5	-8
Brunswick County, NC	0.0100	16					11		11	-5
Buncombe County, NC	0.0269	42	16					30	46	4
Burke County, NC	0.0127	20		9				10	19	-1
Cabarrus County, NC	0.0123	19	13				7		20	1
Caldwell County, NC	0.0109	17		9				7	9	-8
Camden County, NC	0.0011	2		2					2	0
Carteret County, NC	0.0077	12	7					3	10	-2
Caswell County, NC	0.0042	7			9				0	-7
Catawba County, NC	0.0146	23		19					19	-4
Chatham County, NC	0.0067	11				9			9	-2
Cherokee County, NC	0.0068	11					22		22	11
Chowan County, NC	0.0031	5		4					4	-1
Clay County, NC	0.0020	3					11		11	8
Cleveland County, NC	0.0158	25	15						15	-10
Columbus County, NC	0.0132	21					21		21	0
Craven County, NC	0.0104	16	9					12	21	5
Cumberland County, NC	0.0256	40					47		47	7

Currituck County, NC	0.0017	3		2					2	-1
Dare County, NC	0.0025	4		3					3	-1
Davidson County, NC	0.0184	29		22				6	28	-1
Davie County, NC	0.0050	8		4					4	-4
Duplin County, NC	0.0102	16	13						13	-3
Durham County, NC	0.0203	32					33		33	1
Edgecombe County, NC	0.0098	15	10						10	-5
Forsyth County, NC	0.0325	51					64		64	13
Franklin County, NC	0.0061	10				11			11	1
Gaston County, NC	0.0240	38	9	17					26	-12
Gates County, NC	0.0023	4		3					3	-1
Graham County, NC	0.0025	4					19		19	15
Granville County, NC	0.0077	12			10				0	-12
Greene County, NC	0.0038	6				6			6	0
Guilford County, NC	0.0391	61					62		62	1
Halifax County, NC	0.0140	22	14						14	-8
Harnett County, NC	0.0133	21			21				0	-21
Haywood County, NC	0.0097	15					16		16	1
Henderson County, NC	0.0117	18	3					16	19	1
Hertford County, NC	0.0058	9				9			9	0
Hoke County, NC	0.0045	7	2						2	-5
Hyde County, NC	0.0013	2		2					2	0
Iredell County, NC	0.0140	22	14						14	-8
Jackson County, NC	0.0052	8					16		16	8
Johnston County, NC	0.0159	25			29				0	-25
Jones County, NC	0.0022	3	2					3	5	2
Lee County, NC	0.0061	10				11			11	1
Lenoir County, NC	0.0111	17			21				0	-17
Lincoln County, NC	0.0080	13		8					8	-5
Macon County, NC	0.0066	10					30		30	20
Madison County, NC	0.0046	7	2					8	10	3

Martin County, NC	0.0060	9				11			11	2
McDowell County, NC	0.0078	12	8					5	13	1
Mecklenburg County, NC	0.0439	69	26				48		74	5
Mitchell County, NC	0.0040	6						7	7	1
Montgomery County, NC	0.0051	8						12	12	4
Moore County, NC	0.0113	18	4						4	-14
Nash County, NC	0.0126	20	10						10	-10
New Hanover County, NC	0.0149	23					26		26	3
Northampton County, NC	0.0062	10	10						10	0
Onslow County, NC	0.0106	17	10					4	14	-3
Orange County, NC	0.0073	11			11				0	-11
Pamlico County, NC	0.0024	4	3						3	-1
Pasquotank County, NC	0.0063	10		9					9	-1
Pender County, NC	0.0068	11					7		7	-4
Perquimans County, NC	0.0023	4		4					4	0
Person County, NC	0.0064	10			9				0	-10
Pitt County, NC	0.0175	28				32			32	4
Polk County, NC	0.0033	5	4						4	-1
Randolph County, NC	0.0147	23			14			7	7	-16
Richmond County, NC	0.0095	15	7						7	-8
Robeson County, NC	0.0227	36	21						21	-15
Rockingham County, NC	0.0159	25							0	-25
Rowan County, NC	0.0183	29	27					1	28	-1
Rutherford County, NC	0.0120	19	10					9	19	0
Sampson County, NC	0.0115	18			19				0	-18
Scotland County, NC	0.0059	9	5						5	-4
Stanly County, NC	0.0075	12	10						10	-2
Stokes County, NC	0.0060	9					17		17	8
Surry County, NC	0.0142	22		22					21	-1
Swain County, NC	0.0031	5					21		21	16
Transylvania County, NC	0.0040	6	3					7	10	4

Tyrrell County, NC	0.0010	2		2					2	0
Union County, NC	0.0096	15	11				3		14	-1
Vance County, NC	0.0074	12			11				0	-12
Wake County, NC	0.0321	50			41				0	-50
Warren County, NC	0.0051	8			9				0	-8
Washington County, NC	0.0028	4		4					4	0
Watauga County, NC	0.0042	7		5				3	8	1
Wayne County, NC	0.0156	25			25				0	-25
Wilkes County, NC	0.0124	19		20					20	1
Wilson County, NC	0.0132	21	12			9			21	0
Yadkin County, NC	0.0066	10		10					10	0
Yancey County, NC	0.0043	7						9	9	2
TOTALS:	1.0000	1573	321	202	278	123	481	168	1573	0

Attachment C
National Sponsors

The State of North Carolina, through the N.C. Division of Aging and Adult Services, provides SCSEP in seven regions representing 34 counties. These regions are listed below.

	Subproject sponsors	Regions	Locations
1.	Land-of Sky Regional Council	B	Asheville
2.	Isothermal planning & Economic Development Commission	C	Rutherfordton
3.	Centralina Council of Governments	F	Charlotte
4.	Upper Coastal Plain Council of Governments	L	Rocky Mount
5.	Lumber River Council of Governments	N	Lumberton
6.	Eastern Carolina Council of Governments	P	New Bern

North Carolina National Sponsors of the Senior Community Service Employment Program (SCSEP): Of the eleven (11) National Sponsors that administer the Senior Community Service Employment Program (Title V), five provide services in North Carolina. The five National Sponsors operating in North Carolina are listed below:

- 1) Experience Works' (EW) mission is to strengthen families, communities, and our nation by providing disadvantaged and older individuals with opportunities to learn, work, and serve others.

This sponsor strives to be the national leader in older worker training, employment, and community service, using the talents and skills of disadvantaged and older individuals to meet the needs of families, communities, and aging population. Experience Works provides the SCSEP which provides training and employment opportunities to low-income, older Americans residing in primarily rural areas.

Participants in Experience Work's SCSEP program make valuable contributions in their communities in positions such as teachers' aides, computer operators, emergency dispatchers, child care providers, and library aides, among many

others while developing the skills and self-confidence needed to secure private employment.

Many adults are enrolled in Experience Works' training programs where they learn skills required to compete in high demand occupational including computer technology and health care. With Experience Works help and encouragement, other participants are pursuing a high school degree, a vocational certificate or the life-long goal of a college education.

- 2) The National Caucus and Center on Black Aged, Inc., and (NCBA) is a national non-profit organization dedicated to improving the quality of life for African Americans and low-income elderly. NCBA concentrates its efforts on employment and training, housing, health promotion and advocacy. NCBA is an interracial membership organization with field offices in ten states and the District of Columbia and has members across the country.

NCBA-SCSEP sponsored by the National Caucus and Center on Black Aged, Inc., is one of five national sponsors operating in North Carolina. The program provides work and income to Title V participants who make valuable contributions through their jobs. Some of the participants work in programs which directly serve the elderly, while others perform work that benefits the entire community.

- 3) The National Council on the Aging (NCOA) was the nation's first association of organizations and professionals dedicated to promoting the dignity, self-determination, well being, and contributions of older persons.

NCOA began with the new concept that embraced the challenge of creating a nation where many more people, especially disadvantaged, frail, and minority elders, would live much longer and better lives.

NCOA helps community organizations enhance the lives of older adults and turns creative ideas into programs and services that help older people in hundreds of communities.

- 4) Senior Services America (SSA) purposes are exclusively charitable, educational and scientific:

SSA involves itself in activities to determine how senior citizens may be assisted toward a positive role of worthwhile and valued contributions to society. SSA publishes the results of its research activities. This information is available to members of the general public, educational institutions, state commissions of aging, professionals working in the field of aging, senior citizens organizations and others. As the other national sponsor, SSA provides employment for senior thorough the Seniors AIDES Program.

- 5) The United States Forest Services (USFS) Senior, Youth, and Volunteer programs (SYVP) provide work, training, and education to the unemployed, underemployed, elderly, youth, and others with special needs in pursuit of it mission – “Caring for the Land and Serving People.”

Primarily, the program serves rural older persons living near the Forest Service’s local sites. Eligible applicants are placed in Forest Service positions, serving the community. They receive on-the-job training for approximately 20 hours per week. Typically, SCSEP participants receive on-the-job training in positions such as: campground recreation programs, interpretive service at visitor centers, timber and range land management facility and vehicle maintenance, road markers, and office clerk/receptionist positions among others.

Attachment D

Solicited Recommendations

The Division of Aging and Adult Services has solicited recommendations from Sub Sponsors as well as other key stakeholders. A summary is provided below:

1. Reward programs that meet and exceed performance goals with additional slots. These slots should be shifted from programs with a history of poor performance.

While work in this area is not complete, the Division supports rewarding performance. State sponsored SCSEP programs have been advised that any additional funding for the new fiscal year (SFY 04 – 05) will be given to programs that exceed performance goals and shifted from programs with a history of poor performance. National Sponsors have set high unsubsidized placement goals.

2. Focus host agency recruitment on public and non-profit entities that provide education and other services to seniors.

Many of the Title V participants work in local Aging Agencies providing much needed help to agencies with limited staff resources and budgets.

3. Select host agencies that can offer training that meets current labor market demands and that will provide direct assistance to SCSEP participants.

The Division of Aging and Adult Services' Sub Sponsors are focusing attention on host agencies and worksites that offer education and training to Title V participants while trying to place participants in unsubsidized jobs within a time-limited period.

In addition to meet the growing demand for healthcare positions, any SCSEP participant who is interested in becoming a certified in-home aide may receive training and assistance with placement through the SCSEP. SCSEP participants also learn about other healthcare positions.

State & National Sponsored SCSEP programs provide information, technology, training and support to keep Title V participants abreast of innovations in technology.

4. Implement special projects to recruit host agencies in rural areas where qualified host agencies are scarce.

Many of the host agencies are in rural areas.

5. Consider school districts as host agencies in rural areas to develop an intergenerational link that will benefit our seniors and our children simultaneously.

Sponsors are placing more Title V participants in schools.

6. Help participants get training and education that will enable them to find employment outside the program.

The State Senior Community Service Employment Program (SCSEP) is continuing to advocate for older workers through the North Carolina Commission on Workforce Development (State Workforce Investment Board). The State SCSEP is also working in conjunction with the State Workforce Investment Board to promote appropriate skills development through education and training.

This will be accomplished by creating a workforce development system that will be an integrated system of employment and training services. The State Title V Coordinator is continuing to work closely with the Commission on Workforce Development in pursuit of these goals. Workforce agencies are committed to building a network of training and related services that provide easy access and portability between programs. The Commission on Workforce Development and Senior Community Service Employment Program are working to make JobLink Centers user-friendly and accessible to older workers. To this end, Sub Sponsors have developed Memorandum of Agreements (MOA's) with local JobLink Centers to include assigning Title V participants to work at the local JobLink Centers.

7. Give special consideration to placing participants in programs that provide training and employment opportunities to help meet the fast growing demand for healthcare workers, particularly, nurse aides.

The North Carolina Department of Health and Human Services and the North Carolina, Division of Aging and Adult Services has long recognized the coming age wave created by increases in longevity and the baby boomers. Also recognized is the demand for additional healthcare workers especially in-home aides. The Division of Aging and Adult Services established the In-Home Aide Services Review Committee. Any SCSEP participant who wishes to be an in-home aide may receive training and help with placement through the SCSEP. SCSEP participants may become Certified Nursing Assistants and also learn about other healthcare positions.

8. Re-educate program participants to training opportunities available through the program and time limits for participation during orientation/training and site visits to host agencies.

Training was provided at the December 2004 State SCSEP Sub Sponsors meeting and the Sub Sponsor Equitable Distribution meeting held in February 2005. Participants learned about tools to reinvent or "re-market" the SCSEP program to Title V participants. SCSEP providers have an opportunity during the orientation to make Title V participants aware that it is a time - limited program that provides training and skills development to prepare them to move into unsubsidized employment. Of course, it is recognized that some participants will

not be able to move into unsubsidized employment. During the monitoring of State Sub Sponsors, it was noted that Title V participants were informed about the temporary nature of the SCSEP and its objective to train and place participants, whenever possible, into unsubsidized employment.

9. Continue to work with all North Carolina workforce agencies, particularly, the North Carolina Commission on Workforce Development to ensure that issues that impact older workers are identified and addressed.

The North Carolina Commission on Workforce Development and the Senior Community Service Employment Program are currently working together to help incumbent and dislocated workers. The goal is for every incumbent and dislocated worker to get the skills training necessary to transition into new, highly skilled jobs or into self-employment.

10. Work with Employment Security Commission and JobLink Centers to develop ways to promote employment opportunities for older workers and how to educate employers on the valuable contribution older workers make in the work force.

The SCSEP continues to collaborate with the Employment Security Commission to provide additional training for older workers. Regional Sub Sponsors are working with local Joblink Centers to develop new ways of enhancing services to include providing community service opportunities for Title V participants at Joblinks Centers. Title V participants assigned to Joblink Centers provide “frontline” services for other older workers seeking employment opportunities.

11. Recommend that additional funding under the Workforce Investment Act be earmarked to help older workers. The purpose would be to help those workers who are not income eligible under Title V.

The Division of Aging and Adult Services is continuing dialogue with the North Carolina Commission on Workforce Development to promote earmarking funds for this purpose.

12. Collaborate with the NC Council on Developmental Disabilities, Vocational Rehabilitation Services, North Carolina Supported Employment Programs and other appropriate agencies on ways to better serve persons with disabilities.

The Title V Project Coordinator is collaborating all these agencies to ensure those individuals with disabilities are aware of the program.

13. The SCSEP should have a Title V participant at every JobLink Center in North Carolina.

Many of the Sub Sponsors have placed participants in Joblink Centers. Some of these Centers have hired the participants into full-time positions.

Possible jobs for Title V workers at JobLink Centers include: Resource Room person, Greeter/Receptionist, Older Worker Specialist Assistant and Older Worker Specialist.

14. It is recommended that more funding be made available to North Carolina based on the 2002 Census data and that the funding per slot be increased to provide additional funds for training.

North Carolina lost slots in FY 2004 – 2005. We are hopeful program funding will increase in the new federal appropriations.

15. Persons 55+ who have been dislocated should have dual eligibility in the Dislocated Worker Program and SCSEP, due to existence of age discrimination.

- A. *Persons out of work because of a plant closing generally have higher wages and are eligible for the Dislocated Worker Program.*
 - B. *Because of age bias, persons 55+ face a harder time finding work and should be eligible for the SCSEP and Dislocated Worker program.*

16. The Dislocated Worker Program and SCSEP need to work closely together to refer all prospective older workers to each program for services.

The Title V Project Coordinator is continuing to bring this issue to the attention of the North Carolina Workforce Commission.

17. Demonstrate and promote increased program linkages with, participation in, and integration of services with the local JobLink Centers.

The State SCSEP Coordinator continues to increase program linkages and participation in the integration of services with the local JobLink Centers. The State SCSEP Coordinator sits on the State Programs and Evaluation Committee, the Technical Advisory Team and regularly attends the North Carolina Commission on Workforce Development (State Workforce Investment Board) meetings. Staff from the Commission on Workforce Development and other workforce agencies speak at SCSEP meetings and help with Employee the Older Worker Week activities.

The SCSEP Coordinator encourages its Sub Sponsors to place Title V participants at JobLink Centers.

Sub Sponsors continue to focus efforts on enhancing coordination and collaboration with these Centers. As stated previously, many participants are working in Joblink Centers.
